

CUSTOMER COUNCIL MEETING MINUTES
Department of Administrative Services – Human Resources Enterprise
Hoover A, Conference Room 5-North
November 28, 2007
1:30 p.m.

Agenda Item	Notes
Members Present	<p>Bill Gardam, Human Services, Chair Dennis Mack, Iowa Veterans Home, Vice-Chair</p> <p>Cindy Morton, Revenue Jim Riordan, Public Employment Relations Board (PERB) Bill Snyder, Judicial Steve Timmins, Department of Management Dave Werning, Inspections and Appeals</p>
Members Absent	<p>John Craig, American Federation of State, County and Municipal Employees (AFSCME) Marty Deaton, Public Safety Mike Marshall, Legislature Lance Noe, Drake Roger Stirler, Education Penny Westfall, Iowa Law Enforcement Academy</p>
Other Attendees	<p>Mollie Anderson, Department of Administrative Services (DAS) Nancy Berggren, Dept. of Administrative Services –Human Resources Enterprise (DAS-HRE) Susan Churchill, DAS-HRE, Responsible for Taking Meeting Minutes Brenda Easley, DAS Mary Ann Hills, DAS-HRE Ed Holland, DAS-HRE Tracy Hunt, Public Safety Laura Riordan, DAS Bill West, DAS-HRE</p>
Opening Remarks	<ol style="list-style-type: none"> I. Chairperson Bill Gardam called the meeting to order. II. Bill Snyder made a motion to approve the meeting minutes of September 5, 2007. <ol style="list-style-type: none"> A. Cindy Morton seconded the motion. B. All in favor. C. Motion carried.
Updates	<ol style="list-style-type: none"> I. Mollie Anderson reviewed her 100-Day Report. <ol style="list-style-type: none"> A. Mollie held twenty-five meetings with Department Directors and conducted eight focus groups to determine immediate action items and long-term issues for DAS. B. Based on these meetings, ten action items emerged: <ol style="list-style-type: none"> 1. Reduce energy consumption. 2. Improve data security. 3. Improve customer service. 4. Save money for state customers. 5. Ensure departments' workforce needs. 6. Control increases in health insurance cost and workers' compensation costs. 7. Improve return on investment of state funds. 8. Enhance I/3.

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	<ul style="list-style-type: none"> 9. Improve contract management. 10. Continue to improve relationship between labor and management. C. The DAS Strategic Plan will encompass the above ten action items. D. Mollie's 100-Day Report will be sent to IGOV and eventually will be distributed and posted on the DAS website. II. Nancy Berggren discussed the proposed legislation that DAS will be filing on five issues: <ul style="list-style-type: none"> A. Establish one Customer Council for DAS, instead of four. B. Establish one Code section, listing all required reports, instead of having DAS reporting requirements scattered throughout the Code. C. Conform existing law to reflect the State Library's decision to move their mandated <i>State Reports Document Management System</i> from ITE to the State Silo in Ames. D. Enact a "permanent" funding solution to replace the current health insurance administrative fee charged to departments. E. Eliminate an existing inconsistency between Code chapters 26 and 573 that relate to vendor bonding requirements for construction contracts. III. Ed Holland provided updates in the Benefits Bureau of DAS-HRE. <ul style="list-style-type: none"> A. The Enrollment and Change Period (E&CP) has been completed. B. The Benefits Bureau has conducted E&CP training session via a web-conferencing system for approximately 603 employees, saving much travel time. IV. Nancy Berggren provided general updates in DAS. <ul style="list-style-type: none"> A. By February 1, 2008, all departments will be required to submit a written hiring practices report to DAS-HRE to comply with Governor Culver's Executive Order Four (EO 4). B. In compliance with EO 4, DAS-HRE will be providing diversity training for: <ul style="list-style-type: none"> 1. Department Directors. 2. Managers and Supervisors (Hiring Authorities). 3. All Employees – with oversight from the Diversity Council. (The members of the Diversity Council will be announced by the Governor's Office soon.) 4. Small groups – for informal training. V. The Council set meeting dates through August 2008. <ul style="list-style-type: none"> A. January 9, 2008 B. March 5, 2008 C. May 7, 2008 D. June 4, 2008 E. August 6, 2008 VI. The Council reviewed their by-laws. <ul style="list-style-type: none"> A. The Council went through the marked copy. B. Laura Riordan will bring a clean copy to the next meeting, noting all of the agreed-upon updates.
Budget Updates	<ul style="list-style-type: none"> I. Brenda Easley provided a budget update. <ul style="list-style-type: none"> A. The DAS-HRE rates for FY 2009 will remain the same as in FY 2008. B. The DAS-HRE budget has an excess of \$466,692.00 – of this amount, \$213,726.00 is attributable to FY 2008. II. Nancy Berggren stated that DAS-HRE will not do anything with the excess money at this time, but will look at it again in January 2008.
Topics for Next Meeting	<ul style="list-style-type: none"> I. Legislative Update – Mark Johnson II. Review Mid-Year Performance – Nancy Berggren III. Review Business Plan – Mark Johnson

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	IV. Budget Update – Brenda Easley V. Review Mid-Year Rates – Brenda Easley VI. Discuss Rate Methodology – Brenda Easley
Next Meeting	The next meeting was originally scheduled for Wednesday, January 9, 2008, from 1:30 p.m. – 3:30 p.m. at the Hoover Building, Level A, Conference Room 6. However, the meeting was postponed until Wednesday, April 2, 2008, from 1:30 p.m. – 3:30 p.m. at the Hoover Building, Level A, Conference Room 5.
Adjourned	The meeting adjourned at 3:20 p.m.